

**Federal Deposit Insurance Corporation
Division of Compliance and Consumer Affairs
CUSTOMER ASSISTANCE FORM**

Instructions: Please print or type. If you are unable to resolve a complaint directly with your financial institution, you may file a formal complaint with the FDIC by writing a letter or completing this form, and mailing it to the FDIC Regional Office for the state in which the financial institution is headquartered. **See the reverse of this form for Regional Office addresses and the Privacy Act Statement.**

SECTION I - CONSUMER INFORMATION

NAME (*Last, First, MI*)

DAYTIME TELEPHONE NUMBER
()

ADDRESS

CITY

STATE

ZIP CODE

SECTION II - FINANCIAL INSTITUTION INFORMATION

NAME OF INSTITUTION

ADDRESS

CITY

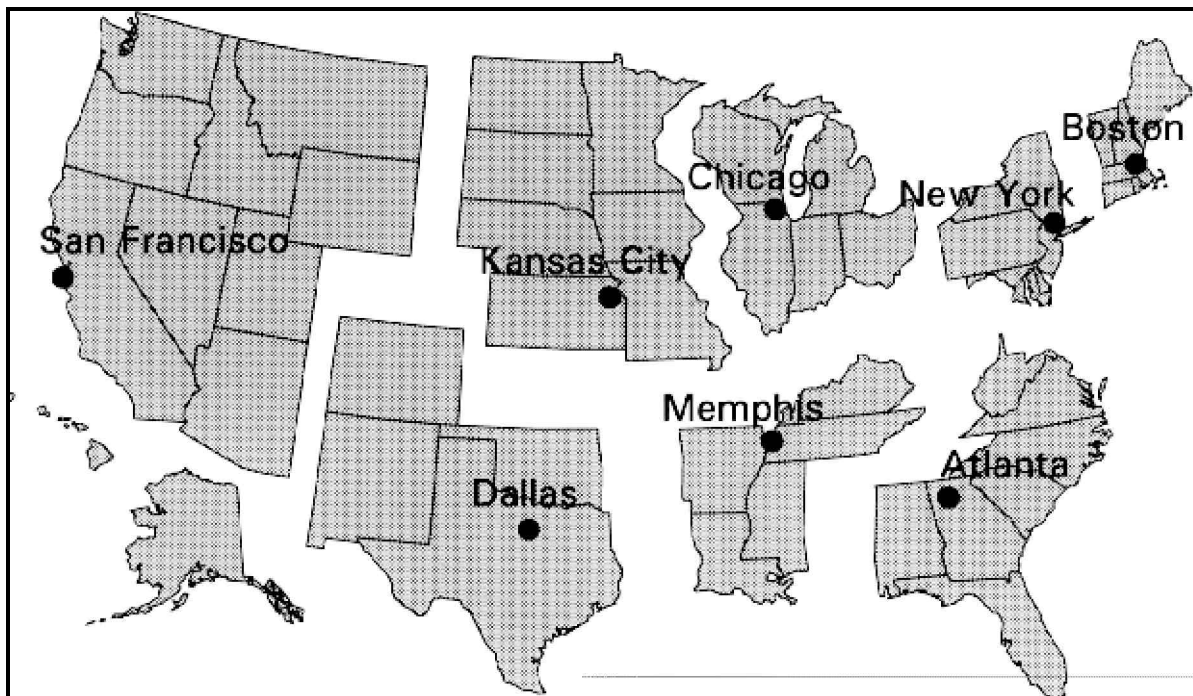
STATE

ZIP CODE

SECTION II - NATURE OF PROBLEM (Describe the nature of your complaint, the events in the order in which they occurred, including specific dates, if possible, and the product or service which is the subject of the complaint. Attach copies, **not originals**, of all documents that relate to your complaint. In addition, tell what resolution you are seeking. *If additional space is needed, attach a separate sheet.*

DESCRIPTION

**Federal Deposit Insurance Corporation
Division of Compliance and Consumer Affairs Regional Offices**



Atlanta

One Atlantic Center
Suite 1500
1201 West Peachtree St., NE
Atlanta, GA 30309-3449
404-817-1300

Boston

Westwood Executive Center
200 Lowder Brook Drive
Suite 3100
Westwood, MA 02090
617-382-320-1600

Chicago

500 West Monroe
Suite 3600
Chicago, IL 60661
312-7500

Dallas

1910 Pacific Avenue
Suite 1900
Dallas, TX 75201
214-220-3342

Kansas City

2345 Grand Avenue
Suite 1500
Kansas City, MO 64108
816-234-8000

Memphis

5100 Poplar Avenue
Suite 1900
Memphis, TN 38137
901-685-1603

New York

452 5th Avenue
19th Floor
New York, NY 10018
212-704-1200

San Francisco

25 Ecker Street
Suite 2300
San Francisco, CA 94105
415-546-0160

FDIC Consumer Hotline: 1-800-934-3342

PRIVACY ACT STATEMENT

Collection of this information is authorized by section 9 of the Federal Deposit Insurance Act (12 U.S.C. § 1819) and section 202(f) of Title II of the Federal Trade Improvement Act (15 U.S.C. § 57a(f)). The information requested on this form will be used to investigate and respond to your complaint or inquiry, and may be disclosed outside the FDIC in accordance with the "routine uses of records" listed in the FDIC's Consumer Complaint and Inquiry System of Records, # 30-64-0005. Those uses include disclosure to the institution which is the subject of the complaint or inquiry and to any third party sources, when necessary to investigate or resolve the complaint or inquiry; to the Federal or State supervisory authority that has direct supervision over the financial institution that is the subject of the complaint or inquiry; to appropriate Federal, state, or local authorities for enforcement if a violation of possible violation of civil or criminal law is discovered; and to a congressional office in response to any inquiry made at your request. Completion of this form is voluntary, but failure to provide requested information may delay or preclude investigation of your complaint or inquiry.